HIGH STREET LODGE LTD

Promoting Social Inclusion in Mental Health

Service User Guide

August 2011

HIGH STREET LODGE LTD
Promoting Social Inclusion in Mental Health

This booklet provides the essential information that you may need when you become a service user for our care or support services'

If, after reading this booklet, you, your carer, family or relevant others need further information; please do not hesitate to contact us at:

High Street Lodge Ltd
Unit 3
58 Alexandra Road
Enfield
EN3 7EH
Tel: **020 8804 1097**
Fax: **020 83518603**
Email: info@highstreetlodge.co.uk
Www.highstreetlodge.co.uk

KEY PERSONNEL

Maxwell J. Sarpong
Registered Manager

And

Margaret Ohenewa
Director (Responsible Person)
High Street Lodge Ltd

CONTENTS

Section title	Page numbers
•Statement of Purpose	**4**
•Staffing	**5**
•Quality Assurance	**6**
•Complaints Complaints procedure	**7**
•Your rights	**10**
•Your privacy and dignity	**11**
•Equality of opportunity	**12**
•Safeguarding adults from abuse	**13**
•Whistle-blowing	**14**
•Confidentiality	**15**
•Our services **Supported Living with Personal Care**	**16**
•Living with Mental Health Difficulties	**17**
•Referrals and initial assessment	**18**
•Personal effects Insurance	**19**
•Registration	**20**
•Care / Support plan	**21**
•Health and Safety: Risk Assessment, COSHH, Moving and Handling, trips, slips and falls, smoking policy, illicit drug and alcohol, protective clothing, General maintenance of the home, fire safety.	**22**
•Support: life social skills support and training, support with benefits and debt, liaising with other service providers and professionals, other support, rehabilitation & enabling,	**27**
•Personal Care: bathing, dressing & undressing, shaving and dental care, your medication, laundry, pets	**29**
•Managing Incontinence: Toileting, continence care, removal of waste	**32**
•Meal preparation: Hygiene for food handlers, assisting with feeding	**34**
•Good Practices	**36**
•Access into service users premises	**38**
•General information	**39**

STATEMENT OF PURPOSE

We aim to:

1. provide services within the context of the **Health and Social Care Act 2008 (Regulated Activities) Regulation 2010.**
2. provide efficient and quality care/support services for people with severe and enduring mental health difficulties: empowering and promoting social inclusion in the community.
3. provide consistent, professional and quality care/support services that meet the needs of service users and reflect the diverse group of people in the community, regardless of race, ethnicity, culture, gender, sexuality, religion or disability.
4. make sure that all our staff are trained to an appropriate National Vocational Qualifications or Equivalent
5. ensure that all staff receive subsequent training to update knowledge and skill to continually meet users needs
6. liaise with other service providers and the multidisciplinary teams, on behalf of the service users or if appropriate encourage and support service users to access the services themselves to help achieve best possible level of independence (enabling).
7. provide care/support service that respect, promote dignity, increases self esteem and enabling service users to engage with services and feel socially included in the community.

Staffing

High Street Lodge believes that to consistently provide high quality of services, we need dedicated and well trained staff. This is one of the reasons that we pride ourselves with very low staff turn over.

There are resources for staff and management to attend seminars and workshops to update their knowledge and skills.

All staff receives broad spectrum induction training in areas such as health & safety, safeguarding adults, dementia, manual handling, medication handling, mental health awareness, personal care, food & safety, rehabilitation & enabling and emergency first aid. You can expect our staff to be punctual, trustworthy, efficient and friendly at all times.

Quality assurance

High street lodge is committed to providing and maintaining best quality of care and support for our service users.

We will achieve this through:

●regular supervision of staff by the manager

●Annual feedbacks from service users and relevant others

●comments and suggestions from our service users, their representatives, family and friends and use them to effect positive change that improves service delivery and meet needs of service users.

●making unannounced visits to observe staff at work

Complaints policy

The management and staff of High Street Lodge Ltd have legal and moral responsibility to respect the rights of service users and to protect them from physical and mental harm at all times.

High Street Lodge Ltd believes that all service users, their representatives, relatives and friends should have the right to complain without fear of victimization.
Anyone who feels dissatisfied with any aspect of the home's practices should, if possible, raise the matter firstly with a responsible staff.

Complaints can be made orally or in writing.

If for some reason the complainant feels it is inappropriate to raise such matter to the responsible staff, they should approach someone more senior or the manager of the home.

All complaints, including allegations of any of our staff will be listened to, taken seriously and investigated immediately by the Manager.
All complaints will be acknowledged in writing within 48 hours.
All complaints will be dealt with within 10 to 28 working days.
The full outcome of the investigation will be made available to the complainant either in writing or by arranging a meeting with the complainant and any person he/she chooses to be present.

Complaint Procedure

On arrival at the Care or Supported Home, the service user will be given a copy of the complaint procedure. Our manager will explain to the service user the content of the procedure.

When the complaint is received by a care staff, attempt will be made to solve the problem. If staff cannot deal with the complaint, it should

be recorded on the complaint form and passed on to the Home Manager who will deal with the problem. The most appropriate form of investigation will be decided by the Manager and the Registered Provider. If a staff member is involved with the allegation, she/he will be asked to come to the office within 24hours to discuss the complaint and sign a written statement concerning the issues raised against him/her. Depending on the nature of the issues, the staff member involved may be suspended with pay immediately, if appropriate. Following the full investigation, a full written report will be given to the complainant and the staff member involved. If the staff member is dissatisfied with the outcome of the investigation, she/he may exercise their right to appeal to the Registered Provider through the Disciplinary and Grievance procedure in place. The decision of the Registered Provider will be final.

If the service user is dissatisfied with the outcome of the investigation, she/he may contact the complaints team at:

High Street Lodge Ltd
Complaints
Unit 3
58 Alexandra Road
Enfield
EN3 7EH.
Phone: 020 8804 1097
Fax: 020 83518603
Email:info@highstreetlodge.co.uk

All complaints will be treated fairly, promptly and sensitively.

If you are still not satisfied with the response to your complaint you can contact your local Social Services Department, Civic Centre, Silver Street, Enfield, Middlesex, EN1 3XW or our regulatory body, the Care Quality Commission (CQC) at the address below;

Care Quality Commission,North London Office .,ity Gate, Gallow Gate Newcastle Upon Tyne,NE1 4WH; Phone: 03000616161

Your Rights

As a service user, your legal rights will always be protected. Our approach is to ensure that all our service users enjoy as much freedom of choice as possible so long as that freedom does not expose them or any other service user or member of staff, to unacceptable risk, or impose on the freedom of other service users.

Below are examples of your rights while living in one of our Homes;

● right to or not to vote during an election.

● right to make complaints and suggestions.

● right to have full access to your personal file and formal complaints procedure.

● right to select, reject or change your mind on an agreed decisions on everything e.g. type of food, clothes, friends etc.

● right to be treated with respect and dignity; be listened to irrespective of physical or mental disability, cultural differences, gender, religion, sexual orientation or race.

● right to have full information of service we provide and staff qualification(s)

● right to retain your preferred lifestyle.

● right to have someone represent you who is independent if you are unable to make personal representation due to mental capacity.

● right to receive a care or support which is suitable to your needs, provided by appropriately trained staff.

● right to be present during interviewing of new staff and put question(s) of your own to the prospective care or support worker.

●all your rights under the Mental Capacity and Mental Health Act 2007 and 1983 respectively.

●right to be addressed according to your wishes.

●right to keep your own keys to both the main and bedroom doors.

●right to manage your own medication if assessed as capable.

Your Privacy and Dignity

High Street Lodge Ltd aims to provide care and support services that respect dignity and privacy of service users. We understand that to breach these values is a fundamental breach of basic human rights and can be treated as an abuse. We will comply with regulations and act in the following ways:

● recognise the values, diversity and human rights of our service users;

●maintain the privacy, dignity and independence of our service users;

●put service users at the centre of their care, support and treatment to enable them to make decisions;

●provide information that supports service users or others acting on their behalf, to make decisions about their care, support and treatment

●encourage and enable service users to care for themselves;

●encourage, empower and enable service users to be involved in how the home is run;

●we will encourage and enable service users who live in the home to active part of the community.

Equality of Opportunity Policy

At High Street Lodge Ltd, we treat everyone whether staff, service users and others directly or indirectly with equality of opportunity irrespective of their age, disability, race or colour, culture, ethnic or national origin, religion, class, gender, marital status and sexual orientation to ensure that one is free from discrimination. No person should be treated unfavourably by conditions of requirements which are not justifiable.

Our equal opportunity policies promote equality of opportunity and prevent discrimination and are available for staff, service users, contractors and relevant bodies to read and follow. Any breach of the policy may result in disciplinary proceedings and, if appropriate, disciplinary action

High Street Lodge Ltd aims to comply fully with all anti-discriminatory legislation such as Disability Discrimination Act 1995, Sex Discrimination Act 1986 as amended, Race Relations Act 1976 and Equal Pay Act 1983 as amended as well as other codes of practice that aim to eliminate discrimination and promote equal opportunities.

High Street Lodge Ltd will regularly review and update all policies, procedures and practices in service delivery and recruitment from equalities perspective to ensure they are consistent with this policy.

Safeguarding People From Abuse

High Street Lodge Ltd takes any form of abuse very seriously. We have duty of care, moral and legal responsibility to ensure that all our service users are protected from any form of abuse. Abuse comes in variety of forms and may include the following:

● **Financial:** deprivation of benefits, stealing money or materials, misuse of money etc.

● **Psychological or emotional**: humiliation, shouting, threats, derogatory comments, lack of privacy or quiet etc.

● **Physical**: pushing, scratching, hitting, kicking, slapping, medication abuse, inappropriate abuse etc.

● **Sexua**l: harassment, enforced sexual contacts and acts etc

● **Institutional**: common or "accepted" practices within residential home which does not address individuals' needs and wishes, rigid routines, lack of service user choice and consultation etc.

● **Neglect:** lack of basic necessities such as food, drink, healthcare, comfortable environment etc

●**Discriminatory:** racist or sexist abuse, slur, harassment due to ethnicity, disability, sexual orientation etc.

●If you experience any form of abuse as described above call the following numbers:

●High Street Lodge Ltd Complaints on 020 83722484 or 07853402760

●Enfield supporting people on *020 8379 5055 extension 4725*

●Enfield Community safety Unit on 020 83454402

●Enfield Police on 020 88071212 / 020 83795212

●Barnet on 02082001212

●Edmonton on 020 88071212

●Tottenham CID on 020 83450832

●Hornsey on 020 83401212

●Care Quality Commission inspector on 03000 616161

●or dial 999

Whistle -Blowing

If you believe that staff, manager or the company is involved in any form of wrong doing such as:

a. committing a criminal offence;
b. failing to comply with a legal obligation;
c. endangering the health and safety of a service user or an individual;
d. environmental damage; or
e. concealing any information relating to the above

You should firstly report to your concerns to the manager or the registered responsible person/proprietor who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter to the Care Quality Commission or with the appropriate organisation, e.g. the Police, the Environmental Agency, Health and Safety Executives or Social Services Department.

Confidentiality

We hold a file on each service user. Staff and management will record daily duties and changes in service users' progress or circumstances on the progress report sheet which is kept securely in a file or sometimes on a computer. Service users have right to fully access their files.

High Street Lodge Ltd is required by law to adhere to the main principles of the Data Protection Act 1998. We will ensure that staff receive training to record and keep data fairly, specifically, lawfully, accurately and up to date in accordance with the person's right. By law we are not allowed to reveal information about a person we are working for or with, without the express consent of that person. Staff will not discuss service delivery, circumstances and the condition of another user with you.

Sharing of information is directed by the Manager and is strictly on the need to know basis, often relevant health and social care professionals in line with Freedom of Information Act 2000 and the Data Protection Act 1998 as amended.

All information kept will be relevant, adequate and necessary for its length of storage and intended purpose, and be kept in a secure metal cabinet or sometimes on a computer with access restrictions.

Our services

High Street Lodge provide assessment based, high quality care and support services for the following people;

●Adults with mental health problems and underlying learning difficulties [Mental Health Act 1983, Mental Capacity Act 2005, Disability Discrimination Act 1995 and the relevant regulations of Health and Social Care Act 2008 (regulated activities)

●Our team of experienced and professional carers support and care for people in the community whose needs may include:

●Dual Diagnosis
●Rehabilitation
●Complex care management
●Substance misuse

The Supported Living services with personal care

High street Lodge provide care and support services for adults with mental health needs who require accommodation in order to feel safe and valued in the community.

Our accommodations include the following:

●**55A Cedar Avenue**, Enfield, Middlesex, EN3 7JD. A detached house with 4 bedrooms, two bathrooms and toilets, a communal lounge and office for staff; back garden and parking space for two cars.

● **143 Carterhatch Road** is a semi-detached 4 bedrooms with en suite facilities, staff room, two communal bathrooms and toilets, a communal lounge, communal kitchen, a garden parking space for two cars.

●**27 Alexandra Road** is a semi-detached 3 bedroom house with communal lounge and kitchen, separate bathroom with shower, separate toilet, garden and garage for car parking and storage.

●**344 High Street** is a 3 bedroom house with communal lounge and kitchen, shared bathroom, two toilets and garden.

●**337 High Street** is a terraced 3 bedroom house with communal lounge and kitchen, staff room, two toilets and bathrooms and a garden.

●All the homes are appropriately heated, well-ventilated and adequately lit.

●The homes are in close proximity to **buses** and **national rails.**

Living with Mental Health Difficulties

High Street Lodge Ltd understands that living with mental health problems can be challenging and uneasy. However, the dedicated team at High Street Lodge Ltd have the experience, professionalism and skill to respond empathetically to the needs of our service users to feel at ease. We endeavour to continually provide quality of care for our service users by listening more and acting constructively on recommendations and suggestions to effect positive change.

We include service users, their representatives, immediate family and friends on deciding the best care or support for each individual.

Confusion

There are exceptional circumstances during which the service user may be in a prolonged confusion state sometimes:

●refusing meals or medication on the basis that they have been poisoned or taken already, when in reality they have not;

●they are violent towards staff or other service users;

●any indicators of relapses as showed in his medical or social work reports.

If any of these conditions appears then a service user may be referred to their Doctor or Community Mental Health Team for medical assessment and help.

Memory Loss

Some service users may experience short or long term memory lost as part of the aging process or due to prolonged use of alcohol or other substances in the past. We may not always remember what month of the year or day of the week: where we put the dairy, the freedom pass or recall information which has been communicated to us within a short while ago but still remember our primary school or first job over 30 to 40 years ago. These conditions are often prevalent in our setting and staff are trained and often experienced enough to support service users cope with these conditions effectively.

Referrals and initial assessment

●Referrals can be made by a Social Worker, Mental Health Nurses, Probation Officers, a relative or friend, representative or advocate, voluntary organisation and relevant others.

●Our assessment is person centred base on your mental and physical health needs; environmental, employment and social needs; cultural and spiritual needs; legal, drug or alcohol issues, financial needs etc.

●We achieve this by asking the service user a series of questions and allowing them to also ask questions involving any aspect of the care or support we provide..

●We ascertain how you can contribute towards managing your condition while receiving services from High Street Lodge.

●A copy of the Care Management plan is requested from the social services department or the prospective service user's care coordinator to provide background information.

●A risk assessment will be carried out to determine whether services provided by High Street lodge Ltd will meet your needs.

●An initial plan of care or support will be produced with your views and experiences taken into account in order to meet your care and support needs. This will then be reviewed within first 6 weeks of your placement with your involvement.

●Every prospective resident will be offered an appointment to visit some of the homes and its surroundings.

●You will be invited to stay for a meal and have the opportunity to meet and talk to staff, your allocated key worker and other service users.

Personal Effects

Service users may bring some of their own possessions and furniture with them although we will provide appropriate furnishing if they wish.
You will need to inform us about any electrical items that you bring with you to ensure its safety. An electrician may have to test it for its safety before you can use it. We will make sure that all your electrical items are "PAT" tested once every year for safety. There may be a nominal charge for the "PAT" testing.
You will not need to buy a separate television licence, if you have television. Details of the concessionary Television Licence Scheme will be provided by the manager at no additional costs.

You may deposit your valuable with us, including cash for safe keeping although you need to be aware that there are insurance limits as to the amount and valuables that you are covered. Each service user has a wall-mounted safety deposit metal cabinet in their bedrooms for storing valuables, cheque, pension and savings books.
Staff will support teach prudent budgeting skill, but service users who are unable to handle their financial affairs should arrange for someone to be their appointee. The manager and staff are not normally allowed to do this without prior written permission.

Insurance

High Street Lodge is properly insured by: **Travellers Insurance Company Ltd**.

●**Policy Number**: 02/CRE/6021016

The responsible person and the manager are able to provide you with the details of the insurance cover in relation to your personal property.
The personal property of residents will be insured to a maximum of **£**250.00 in total.

Registration

High Street Lodge Ltd is registered as Supported Living Service with Personal Care for adults with Mental Health Needs by The Care Quality Commission who is responsible through assessments and inspections for making sure that we meet the required standards.

Death

In the event of the death of a service user, the next of kin and / or legal representative will be informed.

We will work with the next of kin and / or legal representative to fulfil the wishes of the service user.

The Care Quality Commission will be informed as soon as reasonably practicable.

Care / support plan

At the beginning of the placement, we work with the service user, their representatives, relatives and friends to draw up a written care or support plan.

The plan will include a description of service user's preferred daily schedule, their food preferences and any specific dietary requirement. It will include information about their educational, hobbies and employment aspirations and steps taken to achieve it.

It will identify service user's manager, key worker and advocate.

It will be available in user-friendly language and format.

It will be signed by both the service user following his/her approval and the key worker.

Every service user is encouraged to participate as fully as possible in the care planning process and will have full access to their plan.

The care plan will be reviewed every six months or whenever further assessment is necessary to ensure that the services we provide is relevant to helping the service user achieve their full potential.

The service user plan includes details of residents' social and religious interest.

Health and Safety

We at High Street Lodge Ltd aim to comply with Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009. we pride ourselves with an excellent Health and Safety record for our service users, staff and people who visit the Home. We recognise our duties under the Health and safety at work Act 1974 and the accompanying protective legislation to ensure that service users are able to live their lives free from the fear of injury due to unsafe working systems of work in the Home. The Registered Manager is responsible for the health, safety and welfare of all the people who live, work or visit the Home. The manager is again responsible for continuing implementation and monitoring of the Health and Safety Policy in the Home. High Street Lodge Ltd works closely with our Health and Safety Consultants, the Peninsula Business Services to constantly review and update our Health and Safety policy. We aim to make sure that staff work in a safe way at all times and report any hazards that they find in the Home. We also aim to make sure that everyone entering the premises receives adequate information to enable them to play their roles and responsibilities in relation to Health and Safety.

Risk assessment

The likelihood or probability that harm will actually occur can be defined as risk. All hazards, despite wherever it may be, have the potential to cause harm. When a serious hazard is identified, the first step is for us to eliminate it. When this is not possible we put control measures in place to reduce or control the risk of harm it can cause. In order to achieve this:

●We carry out risk assessment on all prospective service users and review the assessment within the first six weeks of their stay

●the outcome of our risk assessment on an individual is communicated to him / her and staff through team meeting, service user meeting, supervision and the individual's support plan.

● a copy of the care or support plan will be made available to the service user.

●daily Health and Safety assessment are carried out in the Home to ensure that potential hazards are identified and appropriate measures are put in place to ensure safe working practices.

●all the tasks that take place in the home are risk assessed as reasonably practicable to identify the hazards to which service users, staff and people who visit the Home are exposed.

●staff will be provided with information, instruction, supervision and training to carry out their work and daily activities as safely as reasonably practicable in line with the Health and Safety Information for Employees Regulations 1989.

●all staff have legal and moral responsibility to adhere to our Health and Safety policy. Any contravention of the policy will constitute disciplinary offence.

COSHH

We use substances at work for general cleaning in the Home everyday. These substances may be harmful in a form of liquids, gases and fumes. Other substances that may cause harm are in a form of biological agents such as body fluid, vomiting, urine and medication.

High Street Lodge Ltd is legally required to work within the requirements of Control of Substances Hazardous to Health Regulations 2002 as amended. For this reason:

● All substances are recorded on COSHH inventory sheet

●staff are actively involved in the recording process and receive ongoing training to understand and identify any hazards that these substances may pose to the health and safety of themselves, service users and visitors.

●as well as obtaining information from material safety data sheets, accident book entries, sickness records and other health surveillance records may help us to identify hazards.

●risk assessment exist for hazardous substances to enable us to prevent problems from arising in the first place

●we will endeavour to eliminate the risk or replace the harmful with less harmful.

●we will provide staff and others with Personal Protective Equipment

●provide washing facilities for the removal of contamination

●all cleaning materials that pose risks and clearly display the hazard symbols as corrosive, irritant, flammable, toxic or oxidising are kept in a locked cabinet with a key under the supervision of a responsible staff.

●provide information, supervision and training to staff and others.

Moving and Handling policy

The Homes have manual handling policy in its offices for staff to read and understand. The Health and Safety at work Act 1974, the Manual Handling Operations Regulations 1992 and Health and Social Care Act 2008, place responsibility on the Homes' manager to identify activities that may require equipment rather than manual handling. The Manager will take the necessary steps to identify risks in order to safeguard both the staff and the service users. If a service user decides to refuse equipment and the Home manager believes that the risk of moving is high, the Home manager must withhold or withdraw the service. The social worker or immediate family member of the service user will be informed

Trips, slips and falls

Recent Health and Safety Executive reports through their "shattered lives" campaign highlighted trips, slips and falls are one of the most costly Health and Safety at work issues facing the health and social care sector. Staff are encourage to report incidents of trips and falls under RIDDOR to the manager. This will help implement the necessary preventative measures to reduce such occurrences.

While maintaining a clean and safe environment, staff are actively encouraged to respond to spillages and water overflow or leaks rapidly and use wet caution signs to warn and identify area of such dangers.
Staff are encouraged to suggest and use the right cleaning equipment to help reduce slippery floor surfaces.
Correct access equipment such as approved step ladders and ladder is at all times recommend for staff and service users who want to reach something at height.
Training will be provided to staff and service users to help reduce accidents / accidents.

Smoking policy

Smoking is not permitted in the confined areas of service users homes, including service users' bedrooms. The garden is the designated area for smoking. Ash trays and metal waste bins will be provided in the garden area and these must be cleaned by staff or service users who use them. These measures are taken to ensure that people under our care, visitors and staff who do not smoke are free from health concerns through passive smoking.

Illicit drugs and alcohol

Abuse of drugs and alcohol can significantly interfere with a person's life and impair the quality of their work and life.
Supply or use of any illegal drugs on any of our homes/premises whilst on duty is strictly forbidden, we have legal duty to inform the police and we will do so. You will be suspended pending disciplinary procedure that may lead to your dismissal.
Any person in our care who should possess, supply or use illegal drugs will be notified to the police. Having reviewed the matter we may ask the person to leave our care or support.
Consumption of alcohol by staff on duty is forbidden except in moderation in social settings approved by the homes' manager or the person in charge with those in our care. Failure to abide by this will result in disciplinary action.

If there is a drug or alcohol problem and you are open with us, so long as there is no ethical, legal or commercial threat to our undertaking, we might assist you to obtain and receive help.

Protective clothing

High Street Lodge Ltd will provide protective clothing to all staff at no cost. staff must ensure that it is worn during personal care and domestic tasks in the home as required by the Health and Safety Regulations. The protective clothing will consist of disposable apron, disposable gloves for personal care and regular gloves for domestic care. These remain the property of High Street Lodge Ltd

General maintenance of the Home

The Home has employed house keeper who cleans the communal areas of all the homes daily, who is CRB checked.

We have registered with an approved building maintenance contractor and electrician (e.g. London Fire Protection Agency) who carry out periodic repairs of the buildings and testing of electrical appliances respectively.

Fire safety

Apart from the periodic testing of appliances by approved contractors, there is also six monthly fire drilling involving staff and service users, risk assessment on potential fire hazards such as gas bottles, periodic checking of boilers, training of staff on fire prevention measures and so on, service users are supported and encouraged by staff to:

- keep home clear of rubbish
- avoid leaving furniture, clothes and other things near heaters
- avoid draping clothes over heaters to dry
- switch off electrical equipment, if not in use, especially at night
- avoid overloading of power points or adaptors.

Support

The individual plan of care or support provides the basis on which High Street Lodge Ltd care and support services are delivered.

We will provide your care base on assessments of your strengths, needs and achievements. This will be recorded in your care or support plan which will be written specifically for you and prepared to meet your needs.

Visitors are encouraged to take service users out although they must advise the person in charge of the home about their intension. We may accept no responsibility for such service user during such outings.

Each service user is allocated a member of staff to act as a Key worker. The key worker's duties include preparing residents, gathering relevant information and accompanying them for their review meetings by the Community Mental Health Teams or General Practitioners and other professional appointments. Key workers are regularly supervised by the manager who allocates responsibilities.

Staff will provide support with emotional difficulties and give informal counselling within the limit of their duties when required or requested.

We liaise and seek professional advice from other Providers, Health and Social Care professionals to meet your diverse needs.

Our trained staff will endeavour to ensue that our procedures and services continue to meet your needs and this will be reviewed regularly.

Life social skills support and training

Our dedicated and well trained staff will support and teach you to understand nutrition, prepare shopping list, accompany you for shopping and prepare meal of your choice when required. You will also be supported to budget for food, bills, clothing and recreational activities. You will be encouraged to take part in tidying up your bedroom, laundering, ironing and keeping your communal areas in order. Staff will support or care for you to maintain acceptable levels of personal hygiene.

Support with benefits and debt

Support service users to obtain welfare benefits, those without bank accounts will be supported to open one with one of the local banks. We ensure that rent, other bills and any debts are paid on time.

Liaising with other service providers and professionals

Manager and staff will assess training, education and employment opportunities for service users. Service users will be supported to register with local Doctor Surgeries, opticians and dental surgeries. Staff will arrange and accompany service users to attend appointments when required. Manager and staff will work with service users to liaise with local pharmacies (pharmacist), social workers, community mental health team and local advocacy agencies for professional advice, counselling and emotional support.

Other support

Staff will support service users with emotional difficulties, and give informal counselling to service users. Manager and staff will work with service users to organise social events and maintain contact with family and friends. Procedures and safeguarding measures are in place to deal with disputes with neighbours and other users.

Rehabilitation and enabling

We are committed to supporting service users to fully integrate into the local community and live as independently as they can. Our manager will work closely with the service user, Community Mental Health Team, physiotherapists, occupational health therapists, and district nurses etc to ascertain the suitable level of care or support needed by a user to achieve this.

Personal care

Bathing

Following assessment and as indicated in your support plan:

●staff will assist you with washing and bathing.

●They will ensure that you feel well enough for the task

●Room temperature is suitable to the season

●Water temperature is comfortable to your personal likes

●Items such as flannels, towels, soap, talcum powder, anti-slippery mats, chairs etc are available for the task. Staff will ensure that service users needing assistance are covered as much as reasonably practicable to reduce feeling of vulnerability.

●Your privacy and preferences will be respected always.

Dressing and undressing

It can be very frustrating when one cannot carry out everyday tasks due to loss of ability as a result of illness or disability. If a service user is assessed as needing assistance with dressing or undressing, our staff will support you with these tasks as follows:

●respect your dignity and privacy always

●staff will reassure you to dress or undress without the need to stay in the room

●they will let you choose for yourself what you will like to wear

●depending on your needs, staff will be available to assist you sensitively to match colours or pick the clothes and iron them for you

●will work with you to identify any aids or methods that may enable you to dress or undress yourself to help promote self-confidence

Shaving and Dental Care

Our aim is to encourage every service user to maintain their personal hygiene themselves as long as possible. Some service users may become forgetful, unaware or unmotivated of the need for looking after their personal hygiene. In these circumstances staff will politely prompt or remind you and assist you with everyday tasks of shaving and looking after your hair and teeth as indicated in your support/care plan. Staff will remind you on the following:

●washing of hands

●combing of hair

●cleaning of teeth and dentures

●for men without beard, regular shaving at a frequency suitable to your needs.

But staff will not cut or trim finger or toenails, this will always be referred to a qualified person such as podiatrist or district nurse.

Your Medication

We are legally required under the regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2009, to manage medication of our service users in the following ways;

●handle medicines safely, securely and suitably

●ensure that medicines are prescribed by qualified General Practitioner, Consultant Psychiatrist or Prescribing Nurse and given by staff or people safely

●service users will have their medicines at the times they need them, and in a safe way

●service users will have information about the medicine being prescribed to them or others acting on their behalf

●upon assessment, service users who manage their own medicines will be supported to order and collect prescriptions when requested.

●service users, whose medication is supervised by the home, will have it done in accordance with the service user care plan and in a way that respect dignity and privacy.

●only trained staff will be allowed to supervise service user medication in line with the instructions provided by the Prescribing Doctor.

●there is robust measures in place to manage service users' medicines from ordering to disposal of unwanted medicines.

●if you need to be given your medication rather than requiring assistance, a qualify nurse will be asked from the Community Mental Health Team to assist you.

Laundry

If you are assessed as needing support with your laundry, staff will assist you to carry out this task. You will be encouraged to do as much as you can to promote independence and self-esteem. Staff will carry out the following:

●maintain your clothes and linen according to manufacturer's guidelines

●laundry will often be done by the night shift staff or during weekends.

●wash, dry, iron and fold clothes and arranged them in your wardrobe during the day.

Pets

Our care or supported Homes offer shared facilities which means that to bring in a pet, all the service users living in the Home will have to agree to it. This often makes it almost impossible to bring in a pet to live with you permanently. However, you may ask a friend or a family member who is looking after your pet to bring your pet to visit you prior to agreement with the homes manager. If you have any concerns with the welfare of your pet whilst considering moving into our care home, you may contact the **Cinnamon Trust** on *01736 757 900* who will be able to offer further advice.

Managing continence

Toileting

Following assessment, a service user who needs support with toileting as part of their care plan will receive the following services from staff:

●communicate with you in relation to bodily function and body waste in your preferred language that is consistent with your understanding

●show respect of your beliefs, preferences and be mindful of the need to maintain dignity and privacy.

●offer reassurance within hearing distance or be available to offer assistance, leave you alone in the toilet or on commode which ever is appropriate

●assist you to clean yourself or offer you reassurance to do this task

●make sure that after each task, the toilet or commode is left clean and ready for use

●make sure you wash your hands thoroughly afterwards.

Continence care

If a service user is assessed to be incontinent, staff will be required to assist with the management of the continence. Staff will ensure that the following procedures are taken into consideration:

●recognise service user's feelings and offer care sensitively with respect

●ensure appropriate steps are taken to minimize embarrassment

●offer practical support such as:

●emptying of catheter

●applying and removing continence pads

●washing and drying after toileting

●applying soothing cream to prevent soreness and skin infections

●assisting female service users with the application and removal of sanitary pads as indicated in support/care plan

Our staff will ensure that your dignity, privacy and preferences are taken into consideration at all times during care/support giving.

Our staff are trained to understand the causes of incontinence which may be psychological or physical, as a result of severe constipation, taking of diuretics or water tablets, urinary infections, enlarged prostate grand, anxiety, changes in lifestyle or loss of self-esteem and sedatives or tranquillisers. You will always receive the respect you merit as an individual.

Medical advice will always be sorted for service users as first step to determine the causes of such condition and if possible be treated by a doctor.

Removal of waste

Staff must dispose of gloves and aprons worn in an appropriate disposable container and wash hands thoroughly after completion of all tasks relating to toileting and incontinence. Staff must also ensure that all faecal matter and urines are flushed into the toilet, place all soiled pads into correctly labelled waste bags for collection and disposal by specialist refuse collections.

All soiled clothing and bedding items should be placed into correctly labelled bags for collection by incontinent laundry service

Make sure urinary bottles and bowls are left clean, comfortable and within reach of the service user. Ensure sensitivity and dignity of the service user at all times.

Meal Preparation

High street lodge ltd believes that service users should be encouraged to gain new valuable skills and consolidate the new and existing skills gained. For this reason, we encourage our service users to choose their own meal and participate in its preparation as much as possible. They will be encouraged by staff to choose a well balanced diet, with plenty of fruits and vegetables. A simple task such as washing or peeling potatoes itself is considered valuable.

We will assess service users capability and identify where their valuable skills could be best utilised. High Street Lodge Ltd believes that this will

help promote self- confidence and independence. Nonetheless, staff will always be available to prepare meal for service users' base on their choices of food.

Our trained staff will handle, store, prepare and deliver food that meets the required standards of Food Safety Act 1990. Rules of hygiene will always be observed.

Suggestions and new choices of food are always welcomed from service users. This will help our friendly staff review and update the food menu.

Service users may also order take-away meals of their choice from local restaurants on one of the days of every weekend.

Generally, there will be three full meals each day for each service user.

Hot and cold drinks and snacks will be available and be offered at all times.

Special meals may be provided for service users on their birthdays

Special therapeutic diets/feeds advised by professionals, and religious or cultural dietary needs of an individual service user will be provided by the home.

Hygiene for food handlers

●You must wash hands before handling food or after using the toilet

●any cut or burn on the hand or arm must be covered with an approved visible dressing

●no jewellery other than wedding rings should be worn

●you should not wear excessive make-up, perfume and nail varnish

●if you are suffering from or have come into contact with any person suffering from an infectious or contagious disease or illness, or have a bowel disorder, boil, skin or mouth infection, do not report for work without clearance from your own doctor.

Our policy on hygiene for food handlers explains further the need for every staff to adhere to the above guidelines.

Assisting with feeding

Although eating may be one of life's pleasures and a social activity, we understand that some service users may find it difficult eating due to physical disability. Staff will be available during eating to offer support. They will take the necessary care to:

●wash hands always before handling food

●use clean cutleries to serve meals always

●not to use food which has passed its 'use by' date or not as fresh as it should be

●communicate with the service user to ensure they are comfortable

●ensure the temperature of the food is appropriate

●ensure that service users are clean and tidy after feeding.

Good practices

Our staff are required to build a trusting relationship with service users by adopting skills relevant to care, such as patience, tolerance, understanding, respect, risk taking and sensitivity. By law, staff are required to work in a responsible and safe manner at all times. They have the responsibility to notice and discuss with you any potential hazards in the Home. They have a duty to report problems to the Homes' manager. They may also seek advice from occupational or environmental Health Departments.

●Service users must be communicated with as clearly as possible using the same language and terms they are used to. Staff will address them by their preferred names that make them feel better, safer and familiar but not patronising names such as "my love", "sweetie" and so on.

●talking directly to the person face-to-face, making reasonable eye contact, clearly listening to the service user, their problems, life history etc and repeating what has been said to confirm understanding.

●if the person cannot see nor has a good sight, saying who we are immediately upon arrival, explaining what we are doing while we are working and telling the person you are leaving or entering a room are very important.

●staff and management will avoid having to confront confused service user with harsh realities or painful truths as these may precipitate anxiety and distress for a person with mental health problem(s).

●Staff are alert to possible dangers or potential sources of dangers in the home and report them to the manager or take action to eliminate the danger as reasonably practicable. Any incident or accident will be reported to the homes' manager and immediate investigation as to future risk will be carried out to ensure that such incident/accident does not reoccur.

●staff will ensure or wet/dry floors are washed or mopped dry immediately without delay to prevent potential accidents.

●Staff will aim to offer an environment which is relaxed, supportive and safe as well as being conducive to promoting confidence, mutual respect and independence

●We place equal emphasis on promoting social inclusion, positive interaction, self worth and discipline: our staff will strive to meet these.

●Service users are encouraged to make their own decisions and run their own lives with our support, as well as being involved at all levels in the running of the setting

●Our standard of good practice addresses security of information relating to our service users and security from business perspective.

●staff will identify what activities service users enjoy and then encourage them to do such patiently without stress.

●staff are required to use appropriate equipment provided for their work in the home, such as cleaning chemicals, vacuum cleaner, protective clothing and so on.

●there will be appropriate waste collection procedure in the home arranged with the waste collection services.

●staff will not lift service users on their own except with another staff using the appropriate lift aids such as hoist. All staff will receive moving and handling training.

●all staff will receive emergency first aid training, they will not move a service user found to have fallen on the floor, and they will make you comfortable and call the emergency services immediately. Their actions will be communicated to the manager as soon as possible.

●staff and management will not tolerate abusive, violent and threatening behaviour from any service user.

●staff are required to follow manufacturers' instructions relating to operation, usage and storage of equipment, fixtures and materials at all times.

●staff will ensure that all work areas, equipment and materials are safe and free from hazards for those in the area and for legal and organisational requirements and guidelines.

Access into service users' premises

All contractors and visitors who cannot be recognised by a service user will be asked to show a proof of an identity before they are allowed to enter the premises. Staff are not allowed to bring their friends and family into the Homes of service users'.

Service user views

"*I am happy here because it is like a family environment. Whatever I need, I just ask staff and they help me*", Mr S. (March 2010)

General Information

● Staff must not assist service users in the wording of their wills, or be executors or beneficiaries of their wills, or in any way abuse the privileged relationship which exists between you and the service user.

●only an authorised staff will have an access to the homes computer equipment. Unauthorised access to the computer facility will result in disciplinary action

●turn off any unnecessary lighting and heating. Keep doors closed whenever possible and do not allow taps to drip

●articles of lost property should be handed to the manager who will retain them whilst attempts are made to discover the owner

●staff are not allowed to buy or sell goods of any kind on our premises or during working ours.

●all staff should discourage their friends or relatives from either calling on them in person or by telephone except in an emergency.

Next review date: August 2012